

Pembroke Regional Hospital

MEMO

To: All Staff and Physicians
From: Scott Coombes, Incident Manager, Command Centre
Date: June 26, 2025, 6 p.m.
Subject: Update #5 Code Grey – Network Infrastructure

Please note that our Code Grey – Network Infrastructure remains in place and we anticipate that this will continue to some degree through the Canada Day long weekend.

Our Command Centre remains operational. For any related concerns or issues, please contact the Command Centre at extension 6820.

System Recovery Update

We are pleased to share that we have begun a partial restart of Anzer (HIS1) this afternoon that allows us to register our patients.

We expect to enable greater functionality of our systems tomorrow morning.

We will provide further communications at that time.

If you discover that you have access to any other Anzer systems tonight, please refrain from using them until you receive further direction tomorrow.

Technology Use

Personal and PRH phones connected to PRH Wi-Fi are safe to use.

Downtime procedures remain in place for the following systems:

- Lab
- ECG
- Vital Signs
- Glucometers
- Registration

Service Reductions and Pauses:

The following service changes remain in place:

- Bypass for all Code Strokes (inpatient and outpatient).
- Hold on all incoming patient repatriations.
- Hold on county-wide mental health admissions.
- Echocardiogram diagnostic services have been paused.

- Diagnostic Imaging limited to PRH inpatients, Emergency Department patients and cancer-related imaging.
- A radiologist is available overnight for emergencies only.
- Surgical services reduced by one OR on Friday, June 27th and Monday, June 30th.

Lab Services:

- Use three-letter month format for dates of birth (ie. 25-JUN-2025).
- Ensure patient names are clearly printed and do not use markers (ie. Sharpies).
- Include both first and last names of ordering physicians.
- Include sex (male/female) on all pathology requisitions.
- Limit phone calls to the Lab for results – results will be faxed to the units.
- Routine orders are being processed; label orders “STAT” only when truly urgent.

Pharmacy Services:

- Pharmacy staff are available 24/7.
- For medication access issues, call extension 6511.
- Clearly document patient weight and allergies on all medication orders.
- IV manual and compatibility information is available through the Pharmacy.
- Epidurals and CADDs can be requested via extension 6511.
- ADUs are on override - electronic profiles may not be current.
- The paper Medication Administration Record (MAR) is the official source of truth.
- All medication orders must be photocopied and placed in the Pharmacy folder on the clinical units – Pharmacy staff will collect these hourly.